

## SPSO decision report

**Case:** 201600473, Argyll Community Housing Association  
**Sector:** housing associations  
**Subject:** neighbour disputes and anti-social behaviour  
**Outcome:** not upheld, no recommendations

### Summary

Mr C contacted the housing association regarding the behaviour of his neighbour, who was their tenant. He said that a number of incidents had caused him and his wife to become stressed and upset. A few months later, he raised a formal complaint with the association expressing his unhappiness at what he considered to be their lack of action. However, the association replied to the effect that they were actively seeking an anti-social behaviour order against the neighbour but that the legal process involved was a lengthy one.

Mr C said that he wanted the tenant evicted but that the association had so far failed to take reasonable action.

We found that the association had responded promptly to Mr C's concerns about his neighbour and that legal proceedings were underway.

Taking the association's actions into account, we found that they acted reasonably in the circumstances and that the length of time taken for the legal proceedings to progress is outwith the association's control. We therefore did not uphold Mr C's complaint.